



# U.S. Army Wounded Warrior Program



## U.S. Army Wounded Warrior Program (AW2)

COL Jim Rice, AW2 Director

SGM Brent Jurgensen, AW2 SGM



## Introduction to the U.S. Army Wounded Warrior Program



# U.S. Army Wounded Warrior Program



## VISION

Wounded Warriors and their Families are self sufficient, contributing members of our communities; living and espousing the Warrior Ethos knowing our Army and Nation remembers...

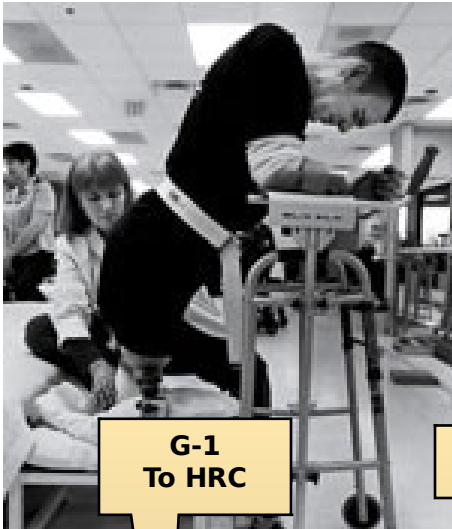
## MISSION

We assist and advocate for our severely wounded, ill and injured Soldiers and their Families. We support and advise during medical treatment, rehabilitation and transition back into the Army or a civilian community. We cut through red tape; assist our Soldiers and their Families navigate federal, state and private benefit systems; and link them with selected financial, educational, employment, legal and medical resources. We serve as an advocate and change agent to implement lessons learned to adjust policy and increase the responsiveness and effectiveness of our medical and benefit system.

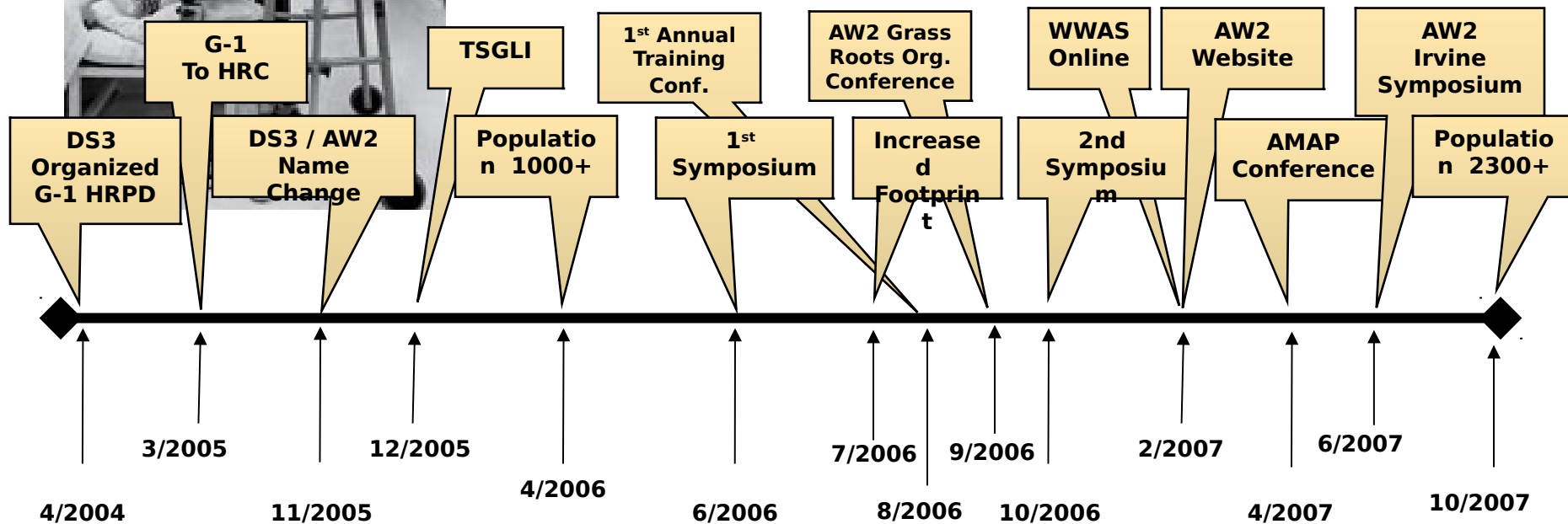




# U.S. Army Wounded Warrior Program



On April 30, 2004 the Army introduced an initiative to enhance the care and support of severely Wounded Warriors and their families. This system of support guides them from evacuation through treatment, rehabilitation, return to duty or military retirement and transition into the civilian community.





# U.S. Army Wounded Warrior Program



To be considered an AW2 Soldier, a Soldier must:

- Suffer from injuries or illness incurred after 10 September 2001 in support of the Global War On Terrorism
- Receive or expected to receive a 30% rating for one or more injuries rated by the Physical Disability Evaluation system in categories such as:

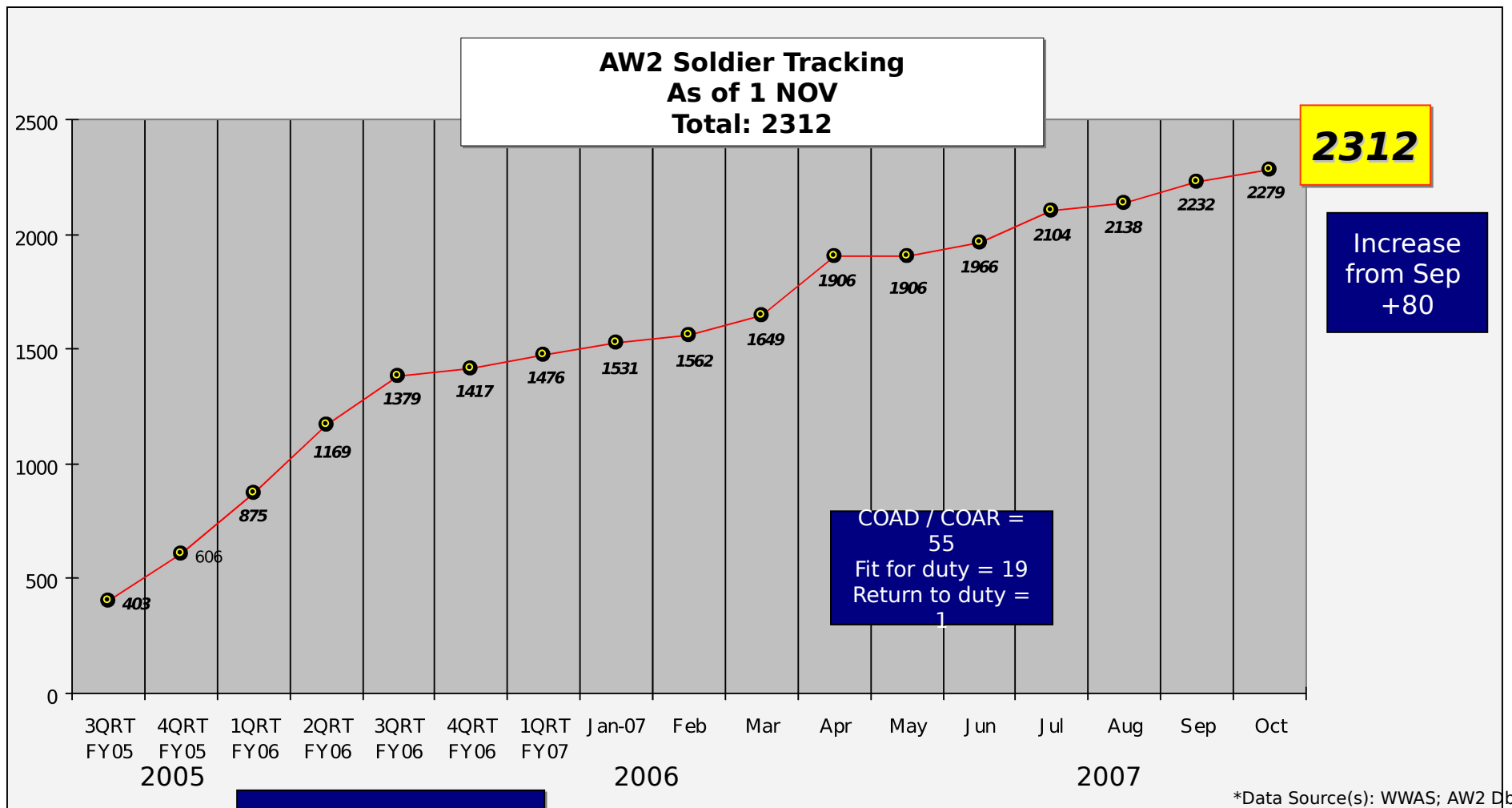
- ✓ Loss of Vision/Blindness
- ✓ Loss of Limb
- ✓ Spinal Cord Injury/Paralysis
- ✓ Permanent disfigurement
- ✓ Severe burns
- ✓ Traumatic Brain Injury
- ✓ Post Traumatic Stress Disorder
- ✓ Fatal / Incurable Disease
- ✓ Any other condition requiring extensive hospitalizations or multiple surgeries



I Will Never Leave a



# U.S. Army Wounded Warrior Program

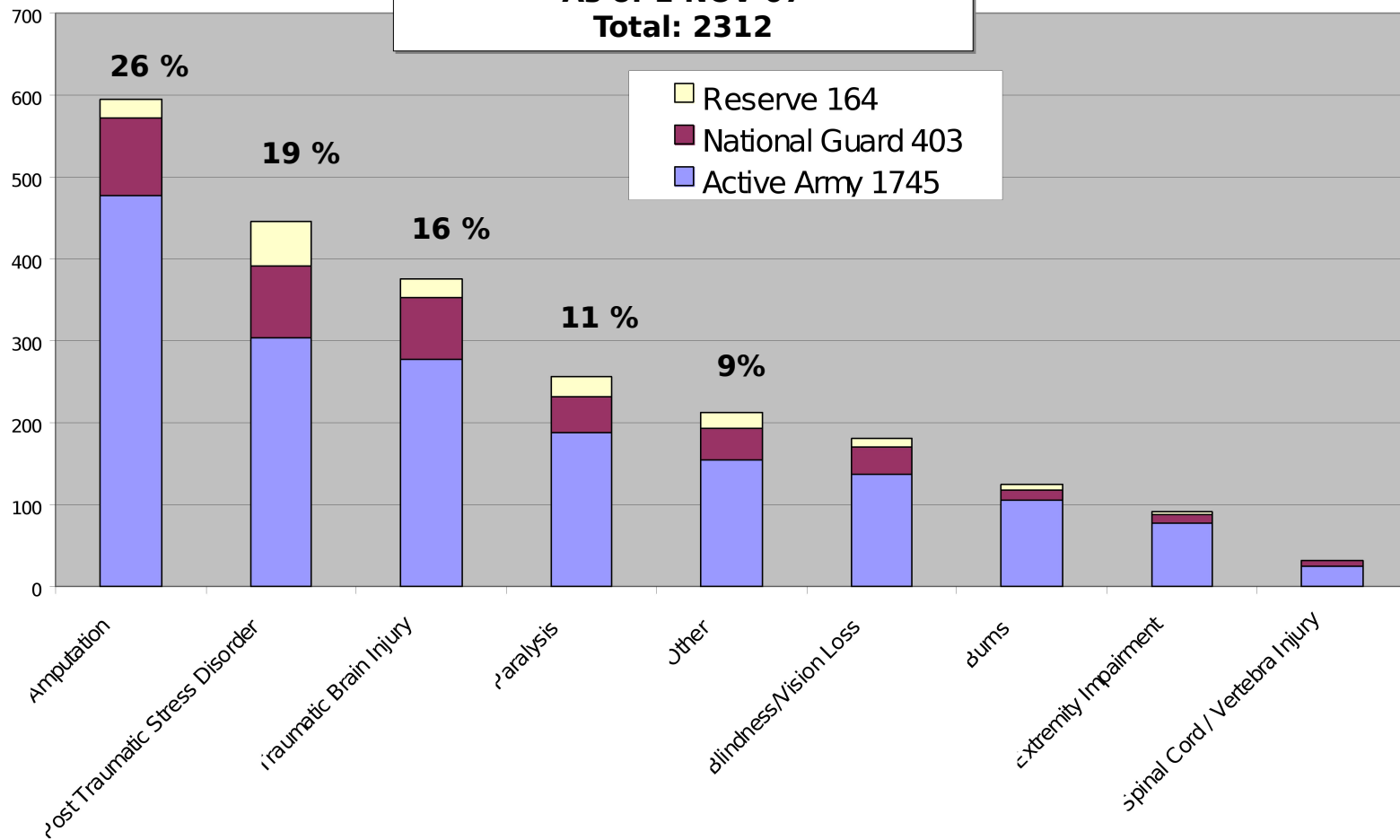




# U.S. Army Wounded Warrior Program



**AW2 Soldier Tracking  
As of 1 NOV 07  
Total: 2312**



\*Data Source(s): WWAS; AW2 Db

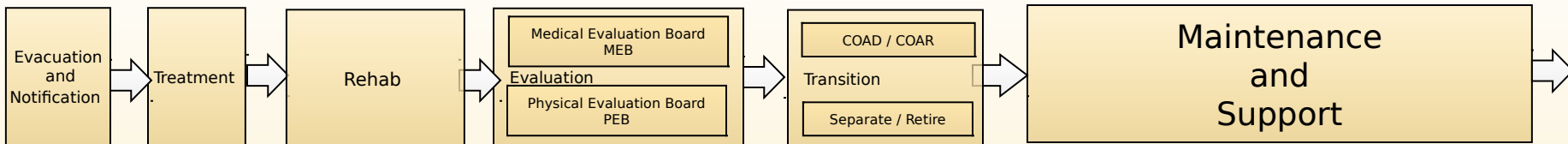


# U.S. Army Wounded Warrior Program



## Management of Wounded and Ill Soldiers

### Army Wounded Warrior Lifecycle



Clinical  
Management

Clinical Case Managers

Veterans Health Admin (VHA)

PEBLO

Benefits  
Management

**AW2**  
**SFMS**

Veterans Benefits Admin (VBA)

Administration

Command & Control

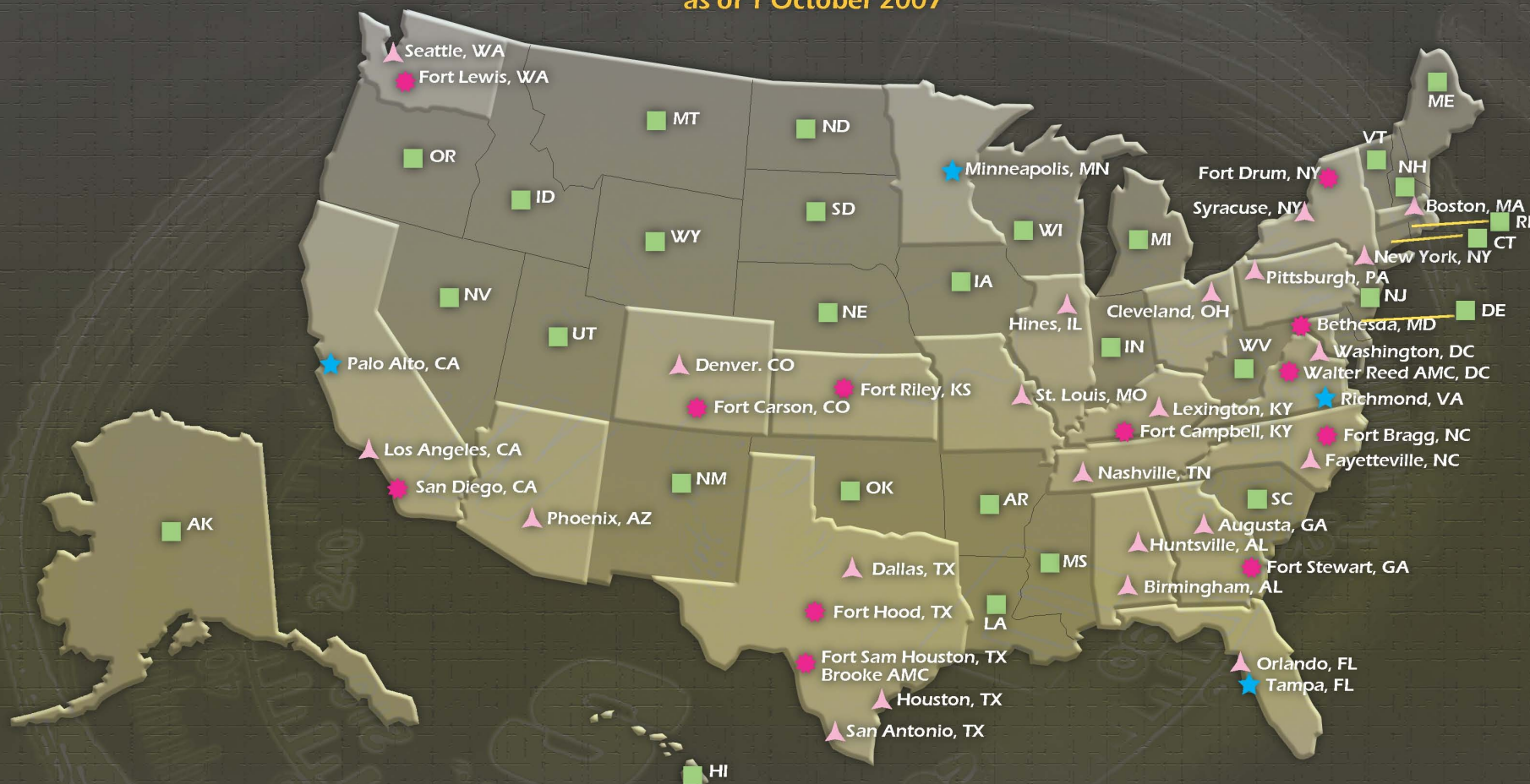




## U.S. ARMY WOUNDED WARRIOR PROGRAM (AW2)



### AW2 Soldier Family Management Specialist Locations as of 1 October 2007



Phone: 1 800 237 1336  
[www.aw2.army.mil](http://www.aw2.army.mil)  
[aw2@conus.army.mil](mailto:aw2@conus.army.mil)

#### Key

- ★ VA Polytrauma Rehabilitation Center
- ▲ VA Polytrauma Network Site
- ★ Military Installation/  
Medical Treatment Facility
- SFMS Located at AW2 HQ

"I WILL NEVER LEAVE A FALLEN COMRADE"





# U.S. Army Wounded Warrior Program



## AW2 Staff

### Soldier Family Management Specialists

Our SFMSs are Life Coaches and Personal Assistants for Soldiers and their Families

- ✓ Empowering them to make informed and relevant decisions
- ✓ Helping them develop recovery and life goals
- ✓ Coordinating and facilitating support services and information

### Operations and Policy

- ✓ Call Center provides contact, referral and information
- ✓ VA, Finance, Military Benefits and Awards, Medical, Operations and Employment Specialists
- ✓ Army Regulation revision and updating to better reflect actions affecting the seriously injured community
- ✓ Program review and analysis
- ✓ Strategic Communications - public relations, strategic partnerships and website management



# U.S. Army Wounded Warrior Program

## A Typical Day for a SFMS

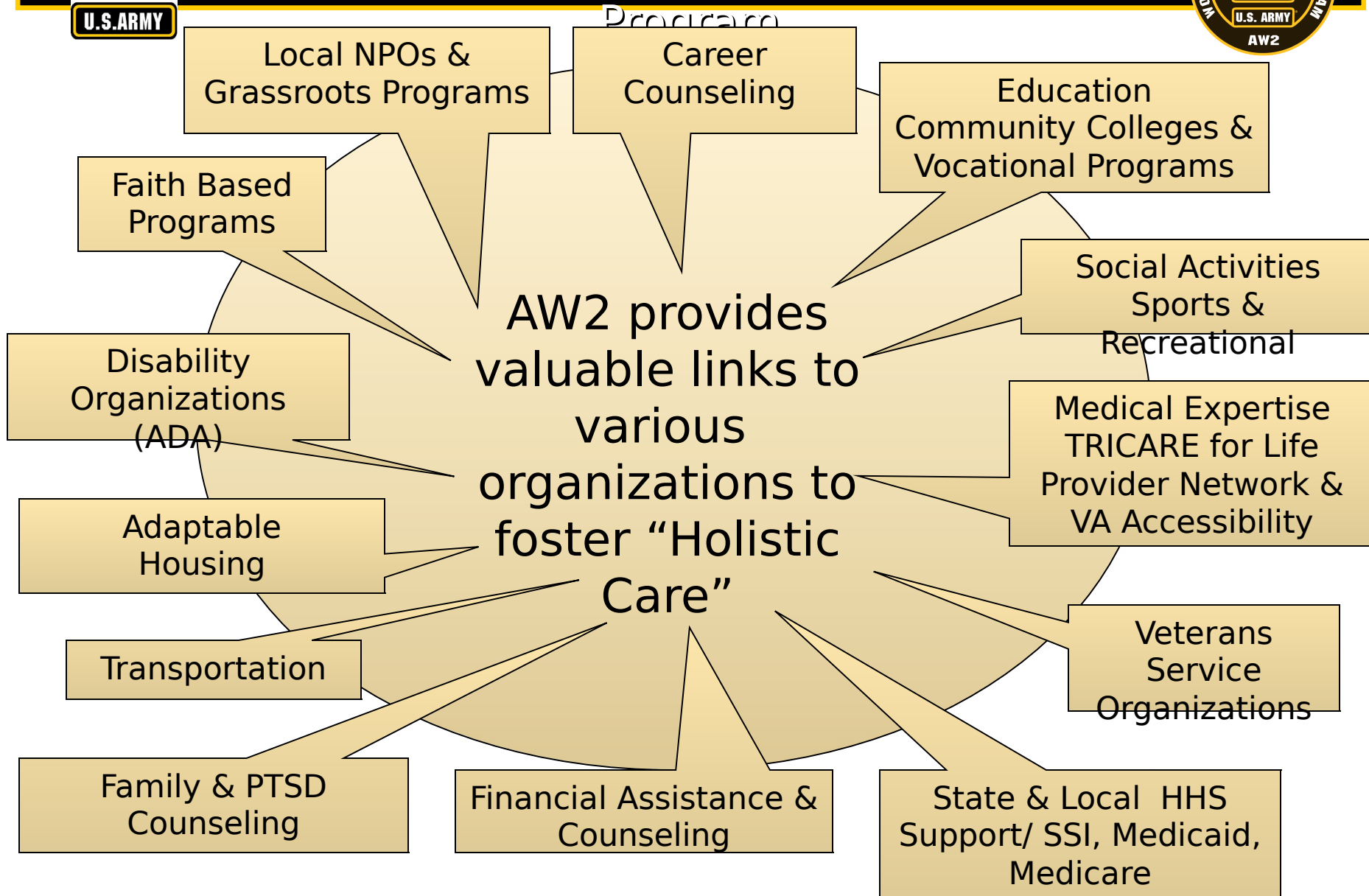
- Provides individualized support to severely injured Soldiers and their Families, and champions change to business processes, policy and law.
- Navigates the maze of federal and state benefits and private initiatives.
- AW2 Soldier Family Management Specialists are located at MEDCENs, VA Medical Centers & Army installations with concentrations of AW2 Soldiers.
- A typical day in AW2
  - ✓ Facilitate a TSGLI application
  - ✓ Educate employers
  - ✓ Coordinate 5-year active duty career plans
  - ✓ Provide side-by-side comparisons of medical retirement pay and VA disability compensation
  - ✓ Negotiate transition amongst federal agencies
  - ✓ Prepare Families for fiduciary responsibility over their Soldier's pay
  - ✓ Coordinate financial counseling
  - ✓ Coordinate an award ceremony
  - ✓ Assisting Soldier or Family member citizenship
  - ✓ Manage non-clinical transition between Army and VA
  - ✓ Assist with employment / education opportunities
- SFMSs do not:
  - ✓ Provide command and control of Soldiers
  - ✓ Provide services offered by the Soldier Family Assistance Center

***AW2 SFMSs are there to listen, hold a hand, whatever it takes.***

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# U.S. Army Wounded Warrior





# U.S. Army Wounded Warrior Program



## AW2 Links Soldiers and Family Members to Valuable Federal Benefits

### Health Care

- ✓ TRICARE
- ✓ VA Health Care
- ✓ Medicare/Medicaid

### Retirement & Disability Compensation

- ✓ U.S. Army Retirement Pay
- ✓ VA Disability Compensation
- ✓ TSGLI
- ✓ CRSC
- ✓ SSI Disability Compensation

### Transition Assistance

- ✓ Army Career and Alumni Program (ACAP)
- ✓ VA Disabled Transition Assistance Program (DTAP)
- ✓ VA Seamless Transition
- ✓ Unemployment Compensation

### VA Adaptive Housing & Vehicle Assistance

- ✓ \$10,000 and \$50,000 grants for housing adaptation
- ✓ \$11,000 toward automobile
- ✓ Adaptive equipment, repair, replacement or reinstallation

### VA Education & Training

- ✓ Montgomery GI Bill (MGIB)
- ✓ VA Educational Assistance to spouses and children of permanently and totally disabled veterans

### VA Vocational Rehabilitation & Employment

- ✓ Evaluation of talents, skills and interests
- ✓ Resume and work readiness assistance
- ✓ Help finding and keeping a job
- ✓ Vocational counseling and planning
- ✓ On-the-job training and work-experience programs
- ✓ Training - Certificate, two, or four-year college or technical programs
- ✓ Supportive rehabilitation services and counseling

### Department of Labor (DOL)

- ✓ REALifelines
- ✓ Disabled Veterans Outreach Program Specialists (DVOP)
- ✓ Local Veterans Employment Representative (LVER)



# U.S. Army Wounded Warrior Program



## AW2 Accomplishments

- ✓ Expanded from 2 locations to 22 locations across the USA
- ✓ Quadrupled SFMS staff to cover nearly all military and VA medical facilities
- ✓ Audited over 1345 AW2 Soldier financial records
- ✓ Stood up TSGLI and transferred to CRSC
- ✓ Conducted 3 AW2 symposiums
- ✓ Developed benefits calculator
- ✓ Launched AW2 website
- ✓ Brought on 66 COAD/COAR and fit-for-duty Soldiers, provided each with personalized 5-year career plan
- ✓ Participated in AMAP staff assistance visits to WTUs and SFMSs for education on AW2 mission and roles
- ✓ Developed WWAS database for direct access to a variety of data sources
- ✓ Initiated first AW2 working group at Army Family Action Plan Conference
- ✓ Collaborative employment program with National Organization on Disability
- ✓ AW2 interviewed by, or referenced in, over 14 publications
- ✓ Member of the Army's **Be With Me** Never Leave a





# U.S. Army Wounded Warrior Program



## Continuation of Severely Injured Soldiers on Active Duty (COAD/COAR)

- Keeps our severely Wounded Warriors in the fight
- Our Army retains invaluable expertise and experience now and in the future
- Eligibility Criteria- AR 635-40, chap 6, disability is a result of combat or terrorism primarily
- Considerations- Physicians' recommendations
- Disapproval Authority for AW2 Soldiers is the DCS G-1

### **Process**

- ✓ Identify interested AW2 Soldiers prior to MEB/PEB
- ✓ Development of 5 year "Career Map"
- ✓ Comprehensive counseling to ensure Soldiers understand their options and can visualize their future in the force
- ✓ The approval Memorandum and 5 year plan is sent to the gaining unit from HRC



# U.S. Army Wounded Warrior Program



## Web Based Assistance and Information

Interactive web-enabled Benefits Calculator For  
Active Component, Reserve Component,  
National Guard

Side-by-side comparisons of Active Duty vs. Medical  
Retirement pay vs. VA Disability Compensation

AW2 website **www.aw2.army.mil**

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[www.aw2.army.mil](http://www.aw2.army.mil)

[aw2@conus.army.mil](mailto:aw2@conus.army.mil)

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